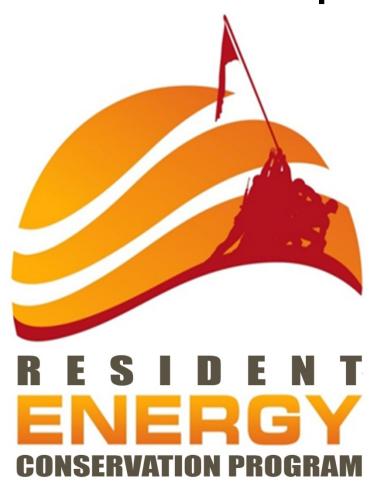


# Marine Corps Base Camp Pendleton





Resident Energy Conservation
Program (RECP)
for
Lincoln Military Housing
Residents



### Purpose



Provide Housing Residents with information on the Resident Energy Conservation Program (RECP) and timeline for implementation aboard Marine Corps Base Camp Pendleton.



### Background



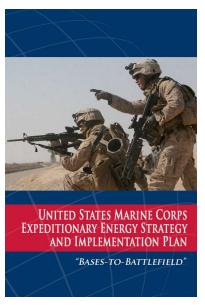
- Office of the Secretary of Defense Memorandum of 8 September 1998 set policy for the payment of utilities in Public Private Venture (PPV) family housing.
  - Allows payment by resident for excess utilities utilization
  - PPV operating agreement includes this provision
  - Army started in 2003; Air Force in 2006



### Background



- HQMC approved implementation of the Resident Energy Conservation Program (RECP) at all PPV Projects - January 2012
  - RECP goals are consistent with DoD, DoN and USMC conservation principles
  - RECP Pilot Program has been running since Sep 2010
  - Navy conducted parallel pilot program in Hawaii
  - Concept was proven and refined





### Background



- Pilot Program approved by Commandant in 2010
  - Conducted at MCB Hawaii, MCRD Parris Island, and MCAS Beaufort from Sep 2010 to date
  - Mock Billing Sep Dec 2010 and Live Billing began in Jan 2011
  - Electric Use & Costs dropped about 9%
  - No Impact on Resident Satisfaction and Occupancy
  - RECP Concept was Proven Successful
  - Lessons Learned applied moving forward



## Resident Energy Conservation



- RECP reduces electric costs, and saves funds for sustainment and improvements.
  - Cost savings generated by RECP will be used to improve homes, playgrounds, community centers, and quality of life
  - Helps protect our \$2B investment in new housing and communities
- Basic Allowance for Housing (BAH) is only expected to cover "normal" utilities use/costs, not excess.
  - Military Housing has traditionally used excess utilities
  - Most Families live off base and pay full utilities
  - 12% of Camp Pendleton BAH is allocated all utility usage



## Resident Energy Conservation Program (RECP)



2013 BAH Component Breakdown (Rounded to the nearest 1 percent)		Rent (Avg. % of total BAH	Utilities (Avg. % of total BAH	Insurance (Avg. % of total BAH	
MHA	MHA Name	rate)	rate)	rate)	
Arizona					
AZ013	PHOENIX, AZ	78%	21%	1%	
AZ014	FORT HUACHUCA, AZ	77%	22%	1%	
AZ015	DAVIS-MONTHAN AFB, AZ	78%	20%	1%	
AZ016	YUMA, AZ	74%	24%	1%	
Californ	nia				
CA018	OAKLAND, CA	90%	9%	1%	
CA019	SAN FRANCISCO, CA	91%	8%	1%	
CA021	CHINA LAKE NAVWEPCEN, CA	77%	21%	2%	
CA022	FRESNO, CA	78%	21%	2%	
CA023	LEMOORE NAS, CA	77%	21%	1%	
CA024	CAMP PENDLETON, CA	88%	12%	1%	
CA025	VENTURA, CA	89%	10%	1%	
CA026	VANDENBERG AFB, CA	86%	13%	1%	
CA027	MARIN/SONOMA, CA	87%	12%	1%	
CA028	BARSTOW/FORT IRWIN, CA	77%	21%	2%	
CA031	SAN BERNARDINO, CA	82%	16%	2%	



## Resident Energy Conservation Program (RECP)



- RECP will encourage energy conservation
  - Residents using less energy <u>will be rewarded</u> with cash / credit
  - Residents using more energy will be billed for only the excess
  - Each Family can influence their own destiny





### "Cost Savings = Improvements"







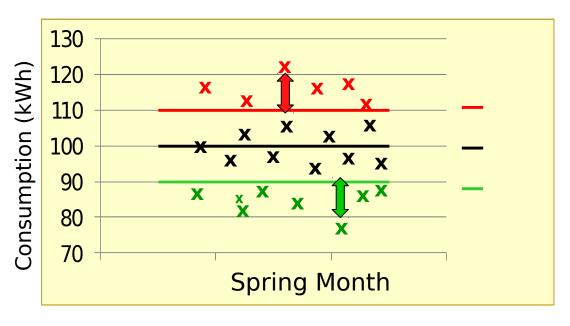


- Establish Housing Types
  - Based on location, size, style, age, number of bedrooms
- Electric Metering
  - Lincoln Properties are 100% metered
  - Hunt Properties (Deluz) are 100% metered
- Calculate Average Usage for each Type each Month
  - Top/bottom 5% not considered in average
- Establish Average Range
  - Residents within +/- 10% of average have no cost impact
  - Residents outside range will get a refund or be billed for only excess not total





### Notional / Example Monthly Electric Usage



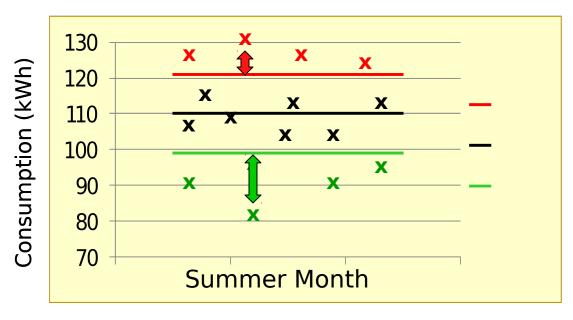
Example Individual Resident Impacts

- **x** Bill for use over 110 kWh
- x No Credit and No Bill from 90 kWh to 110 kWh
- x Credit for use under 90 kWh





### Notional / Example Monthly Electric Usage



Example Individual Resident Impacts

- x Bill for use over 121 kWh
- x No Credit and No Bill from 99 kWh to 121 kWh
- x Credit for use under 99 kWh





- Exemptions:
  - For some Wounded Warriors and Exceptional Family Members
  - Not used in calculation of monthly average
- RECP will be implemented in two phases starting Calendar Year 2013
  - Phase I Housing Areas:
    - Deluz, Del Mar, San Mateo Point, San Onofre I/II/III, South Mesa I, Stuart Mesa II, Wire Mountain I/II and San Luis Rey
  - Phase II Housing Areas:
    - Del Mar (Koepler St), Forster Hills, O'Neill Heights, Pacific View, Santa Margarita, Serra Mesa, South Mesa II, Stuart Mesa, Wire Mountain III, and 14th Street





- Timelines are projected and subject to change
- Before live billing begins:
  - Establish like-type housing groups
    - May June 2012
  - RECP Leadership briefs
    - July October 2012
  - CG MCIWEST-MCB CPEN Notification Letters and Program Information to Residents
    - September 2012
    - Phase II update July 2013
  - Publish Articles in Base Papers / Newsletters / Website
    - http://www.pendleton.marines.mil/Family/FamilyHousing/ResidentEnergyConservationProgram.aspx
    - October 2012
    - Undated July 2013





- -PPV Partner Send Notification Letters to Residents
  - Phase I: October 2012
  - Phase II: July 2013
- -Town Hall Meetings / Energy Forums
  - Phase I: October 2012 June 2013
  - Phase II: July 2013 May 2014
- -Execute Lease Modifications
  - Phase I: September December 2012
  - Phase II: January December 2013



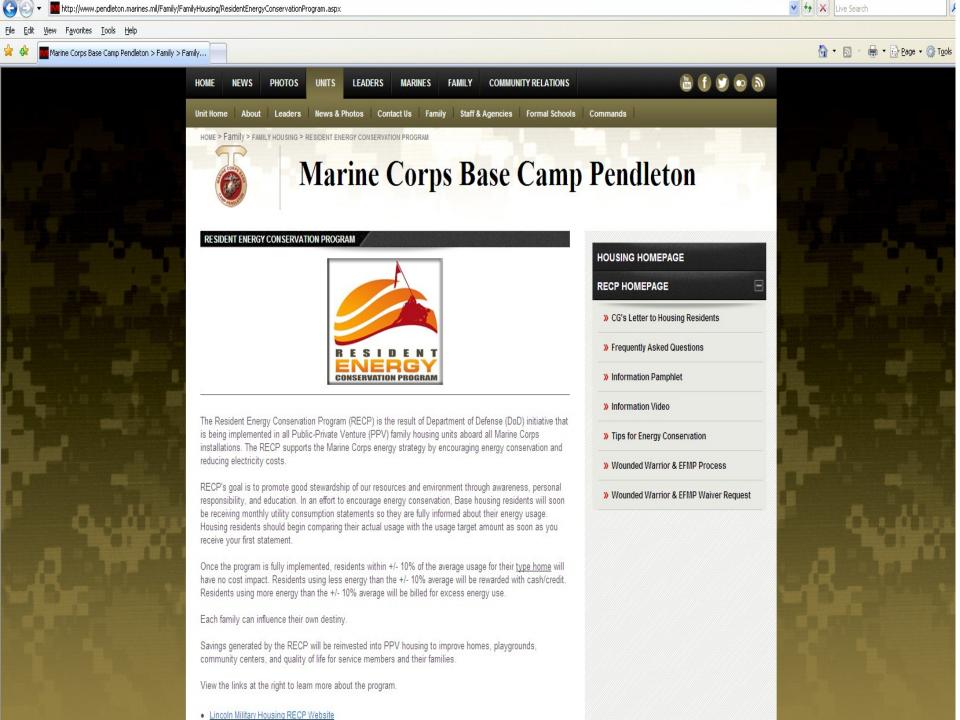


- PPV Partner sends 3-Month Mock Billing Notification Letters
  - Phase I: December 2012
  - Phase II: November 2013
- -PPV Partner sends Live Billing Notification Letters
  - Phase I: March 2013
  - Phase II: February 2013
- -Start Live Billing
  - Phase I: 1 April 2013
  - Phase II: 1 March 2014





- Government, PPV Partners and Third Party Vender monitor program
  - December 2012 December 2014
- RECP Expectations:
  - Electricity use will drop 12-15%, saving \$2M per year
  - Savings will be used for family housing improvements
  - Most families will NOT be billed for utilities



#### WHO IS YES ENERGY MANAGEMENT?

- YES, or Yardi Energy Solutions, is the energy management division of Yardi, the makers of Voyager, the property management software used by Lincoln Military Housing.
- YES Energy Management is the utility billing and energy management company of YES, with over 30 years of experience in the utility billing industry.
- YES was the company selected to implement utility billing at Fort Carson, the fire base to implement this program in
- Over 330 employees.
- Current portfolio of 750,000+ units.
- Over 55,000 units in the military portfolio.

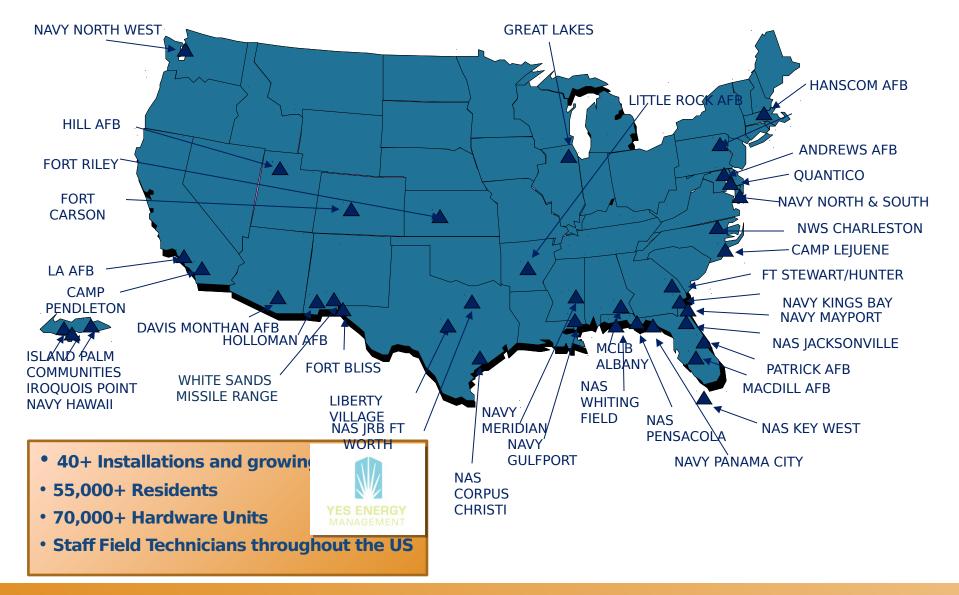
#### WHO IS YES ENERGY MANAGEMENT?



- YES, or Yardi Energy Solutions, is the energy management division of Yardi, the makers of Voyager, the property management software used by Lincoln Military Housing.
- YES Energy Management is the utility billing and energy management company of YES, with over 30 years of experience in the utility billing industry.
- YES was the company selected to implement utility billing at Fort Carson, the firs base to implement this program in
- Over 330 employees.
- Current portfolio of 750,000+ units.
- Over 55,000 units in the military portfolio.

#### YES ENERGY MILITARY HOUSING EXPERIENCE





### **DID YOU KNOW ???**



If you	You will save enough energy to	If 1,000 people joined, you could
Use the microwave to cook 2 meals a week	Run your a/c for 1 hour	Power a local school for 2 days
Lower the thermostat on your water heater by 1 degree	Watch TV for 56 hours	Power a fire station for 39 weeks
Replaced 1 light bulb with a CFL	Surf the web for 214 hours	You could power a hospital for 3 days
Use the cold water cycle for 1 load of laundry	Recharge your laptop 17 times	Power a home for 30 days
Lower the heat by 1 degree in the winter	Watch 646 DVDs	Power 85,220 office computers for 1 year

#### YES ENERGY ADVANTAGES



- Refund checks are mailed within 7 business days of the billing.
- There is a Resident Portal.
- Payments may be made on-line via the Portal, over the phone or by mail.
- YES Energy Call Center = 24/7 support
- Each base has a unique customer service phone number to reduce wait time.

#### **STATEMENT (FRONT)**

**•TOP PORTION OF** STATEMENT IS THE TEAR OFF STUB WITH PAYMENT DETAILS.

Legend stating if there is an amount to pay, nothing to pay, or a refund check is due.

#### **•LEFT HAND SIDE CONTAINS:**

- Customer service contact details
- Portal website address
- Remit to address
- **Community Name**
- Resident ID and registration code

#### •MAIN BODY LISTS:

- Meter information
- Utilities invoiced
- Baseline and dollar charges / credits

\*\*Please detach and return this stub with your payment or pay on-line at www.YESLiveGreen.com\*\*



Tanadhy Cadadia

200 Research Direct Compression, Cr. SCHOOL Customer Service: 760.459.1984 www.YESLiveGreen.com

Som Latin Stoy (58)

Resident ID: Statement Date: Due Date: Amount Due:

Amount Enclosed:

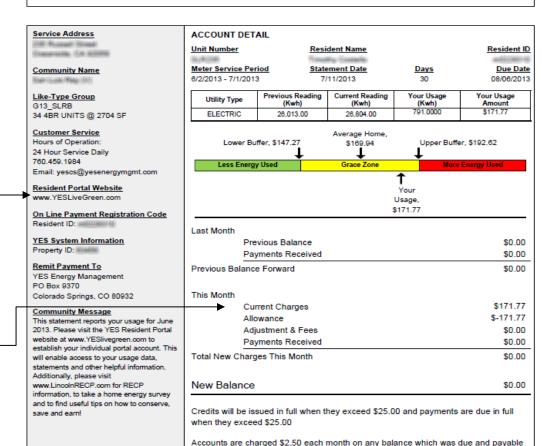
7/11/2013

08/06/2013



YES Energy Management PO Box 9370 Colorado Springs, CO 80932

No Payment Or Credit Due At This Time.



but which remained unpaid past the original payment due date. \*EST = meter usage was estimated due to incomplete meter data.

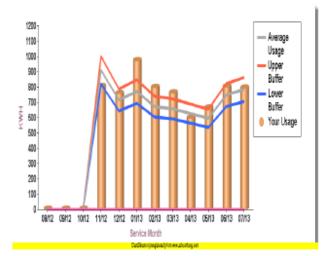
### **STATEMENT (GRAPH AND USAGE TABLE IN DETAIL)**



## 12-MONTH YOUR USAGE PROFILE TABLE:

- Utility consumption
- Baseline, including buffers
- Dollar charges

Your Electric Usage							
Month	кwн	Amount	Baseline	Upper Buffer	Lower Buffer	Difference	Your Charge
02/13	796.00	\$163.10	671.63	738.79	604.47	57.21	\$15.51
03/13	762.00	\$153.86	657.57	723.33	591.81	38.67	\$10.49
04/13	597.00	\$107.97	626.77	689.45	564.09	0.00	\$0.00
05/13	662.00	\$126.77	595.65	655.22	536.09	6.79	\$1.84
06/13	800.00	\$172.48	748.25	823.08	673.43	0.00	\$0.00
07/13	791.00	\$171.77	784.67	863.14	706.20	0.00	\$0.00



### UTILITY RATE TABLE:

- kWh tier breakdown
- Rates per tier
- Usage per tier
- Sub-totals per tier

SDG&E Rate Structure				
Utility	% of Tier	Rate	Usage	Sub Total
Electric	0 -100.00%	0.142710 0	288.00	\$41.10048000
Electric	100.01-130.00%	0.165840 0	86.40	\$14.32857600
Electric	130.01-200.00%	0.268950	201.60	\$54.22032000
Electric	Above 200.01%	0.288950	215.00	\$62.12425000

#### 12-MONTH GRAPH:

- Residence consumption
- Like type unit baseline
- Normal Usage Buffer Zone of +/- 10%

#### **RESIDENT PORTAL**



### **Secure website Featuring:**

- Your current and past utility statements
- View current and projected consumption
- ENED

- Review utility account balance
- Make a payment
- Conservation tips
- FAQ's on the USMC RECP Program

Resident Portal address: www.YESLiveGreen.com

#### **RESIDENT PORTAL - LOGIN SCREEN**





To create a new registration, please have your "Resident ID" available. Your Resident ID is your registration code. You will find this number along the left column of your utility invoice, under the "On Line Payment Registration Code" heading. Register for your new billing system now by clicking "Click here to register" below. You may also call our Call Center for assistance (referenced on your statement) or your District Office. If you are a returning user, login below with your user name and password.  Resident Login
Username*
Password*
Login  Forgot password?  Forgot username? Click here to register.  *Required field
WELCOME TO RESIDENT PORTAL
RESIDENT ACCOUNTS  Pay utilities, check the status of your payments, and review your payment history.
For questions on your Utility Bills or assistance with the Resident Portal, please contact us at: yescs@yesenergymgmt.com.
* You may not be able to access Resident Portal unless you are viewing with Microsoft Internet Explorer. *

Copyright (c) 2012. All rights reserved.



## Resident Portal address: www.YESLiveGreen.com

#### **MONTHLY AND PROJECTED USAGE GRAPHS**



## •REVIEWING PAST & PROJECTED CONSUMPTION AND COST

#### DATE DRIVEN

- Current date for projected consumption & cost
- Prior date for historic consumption & cost
- Red line = baseline to date
- Blue line = projected baseline
- Brown line = baseline upper threshold
- Grey line = baseline lower threshold
- Yellow line = Your consumption to date
- Green line = Your projected consumption

#### Resident Usage And Projection

Utility = ELECTRIC

ResidentID : Resident Name : Property : Unit Number:

Resident

Like-Type Unit

Address : Community Service Dates : Statement Date :

Statement Date : Billing Days : 8/1/2011 - 8/31/2011

8/1/2011 - 8/31/2011 8/21/2011

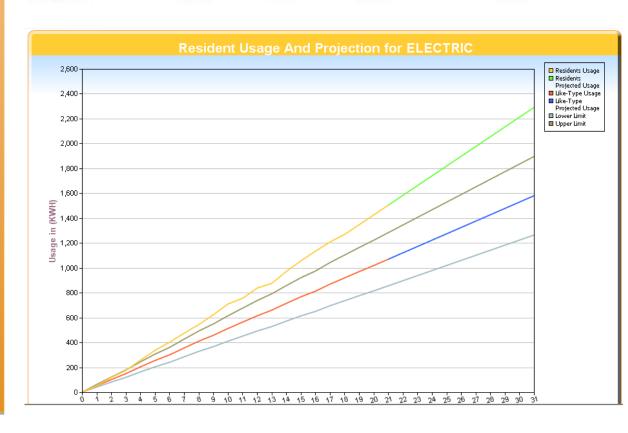
31

Usage(KWH) Through 8/21/2011 1,504.33 1,069.54 Cost/Credit Through 8/21/2011 294.19 209.16 Projected Usage(KWH) Through 8/31/2011 2,291.00

1,580.17

Projected Amount Owed/Credit Through 8/31/2011

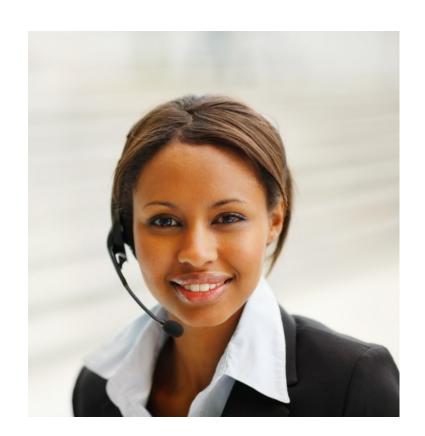
309.02



#### YES ENERGY CUSTOMER SERVICE



- 24/7 call center
- Unique customer service number automatically identifies your base
- Payments can be made over the phone
- Portal log in assistance if you need to reset your password
- Billing questions
- English and Spanish greeting options
- English and Spanish speaking representatives



#### **POINTS OF CONTACT**



For billing questions, please contact YES Energy at: (855) 808-9123 or yescs@yesenergymgmt.com

### Useful Links and Information

- 2013 Basic Allowance for Housing Component Breakdown:
  - http://www.defensetravel.do d.mil/Docs/perdiem/browse/A llowances/BAH/Component\_Bre akdown/2013-BAH-Rate-Compon ent-Breakdown.pdf
- MCB CAMPEN Family
   Housing RECP Information
   Site
  - http://www.pendleton.marine s.mil/Family/FamilyHousing/ ResidentEnergyConservationP rogram.aspx

- PAO published articles and information
  - http://www.pendleton.marines .mil/Family/FamilyHousing/Re sidentEnergyConservationProg ram.aspx
- YES Resident Portal address:
  - www.YESLiveGreen.com
  - (855) 808-9123 or <u>yescs@yesenergymgmt.com</u>
- Lincoln Military Housing:
  - http://www.lincolnmilitary.co m/camppendleton/